

TO OUR VALUED WITS PROGRAM CUSTOMERS

The WITS 3 Contract serves the vast majority of federal agencies within the NCR footprint. During the transition to WITS 3 in Oct 01, 2009, the WITS Program reduced the overall pricing to our customers by an average of 17%. These reductions were thru flat rate local calling (customers are no longer being charged Message Units), ISDN – BRI, PRI and many DTS circuit (T-1, T-3 and OC Dedicated Transition Services) reductions and brought a multi-vendor competitive offering to our customers.

As part of the WITS 3 acquisition, we found that one of our major customer requirements was Local Number Portability (LNP). This requirement allows our customers to move their existing telephone numbers to ANY vendor on the WITS 3 Contract and/or other GSA and Federal contracts. The LNP requirement places significant effort on the part of our vendors and the NCR WITS Program, both in personnel and operating support systems.

GSA's ability to leverage the volume of business in the NCR enables the prices to be kept low and very competitive compared to other contracts. When Agencies leave the WITS Program, it jeopardizes GSA's ability to provide the favorable price break because it impacts negatively on the volume and GSA's ability to meet its expenses.

GSA is a “fee for service” organization and therefore must ensure that the WITS 3 program remains viable. To accomplish this goal, the WITS Program has implemented a disconnect fee on voice services from either Level 3 Communications or Verizon effective January 1, 2011. It is important that our customers understand that there is labor and operating support systems costs involved with these service actions which drives our need to implement this fee. In accordance with the WITS 3 Contract, the implemented rate for these disconnects will be \$55.00. **In addition, we will also implement slight increases in some service order administration fees effective January 1, 2011.**

Should you have any questions regarding this notice, please contact the WITS Program at 202-708-7700.